

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT(s): Eastvold

SERIAL NO.:

ART UNIT:

FILING DATE:

EXAMINER:

TITLE: CUSTOMER SUPPORT NETWORK

ATTORNEY

DOCKET NO.: 390P-010777-US (PAR)

BOX PATENT APPLICATION  
Commissioner of Patents  
Washington, D.C. 20231

PRELIMINARY AMENDMENT

Sir:

In regard to the above-identified patent application, please  
amend the Application as follows:

IN THE SPECIFICATION:

On page 1, after the title, please insert the following:

--CROSS REFERENCE TO RELATED APPLICATION

This application claims the benefit of copending U.S.  
Provisional Application Serial No. 60/269,084, filed on February  
15, 2001.—


Please delete the paragraph starting on page 11, line 20 through line 33 and replace with the following replacement paragraph:

The equipment diagnostic monitor system 120 oversees the tooling tests and controls the flow of data to and from the tool 102. While a test is being run by the tool software 105, the data from that particular test is generally not accessible to the equipment diagnostic monitor system 120. However, after a test is completed, the data can be accessed by the equipment diagnostic monitor system 120, which receives the data and analyzes it in the analysis submodule 130. The equipment diagnostic monitor system 120 then sends the data via an OCI 146 to a database 145. During the analysis, if any irregularities with the tool 102 or any predetermined thresholds or other criteria are detected, an alert may be sent to a remote user via the remote network 150. This alert is sent by the alerts submodule 135 and may be in any suitable form, such as for example, a fax, page, email, or any other form of communication to appropriate personnel or locations. After the tool software 105 performs a test, the test data is sent to the equipment diagnostic monitor system 120, which, after analyzing the data, passes the test data into the database 145. The database 145 can comprise any suitable medium for the storage of data, such as for example, an Oracle™ or KLA™ database.

#### REMARKS

The Commissioner is hereby authorized to charge payment for any fees associated with this communication or credit any over payment to Deposit Account No. 16-1350.

Respectfully submitted,

  
Geza Q. Ziegler, Jr.  
Reg. No. 44,004

2/12/2002  
Date

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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service on the date indicated below as first class mail in an envelope addressed to the Commissioner of Patents, BOX PATENT APPLICATION, Washington, D.C. 20231.

Date: 2/12/02

Signature: Denise Spaulding  
Person Making Deposit

Application No.:

**Marked Up Specification Replacement Paragraph**

The equipment diagnostic monitor system 120 oversees the tooling tests and controls the flow of data to and from the tool 102. While a test is being run by the tool software 105, the data from that particular test is generally not accessible to the equipment diagnostic monitor system 120. However, after a test is completed, the data can be accessed by the equipment diagnostic monitor system 120, which receives the data and analyzes it in the analysis submodule 130. The equipment diagnostic monitor system 120 then sends the data via an OCI [[PLEASE DEFINE TERM]] 146 to a database 145. During the analysis, if any irregularities with the tool 102 or any predetermined thresholds or other criteria are detected, an alert may be sent to a remote user via the remote network 150. This alert is sent by the alerts submodule 135 and may be in any suitable form, such as for example, a fax, page, email, or any other form of communication to appropriate personnel or locations. After the tool software 105 performs a test, the test data is sent to the equipment diagnostic monitor system 120, which, after analyzing the data, passes the test data into the database 145. The database 145 can comprise any suitable medium for the storage of data, such as for example, an Oracle™ or KLA™ database.

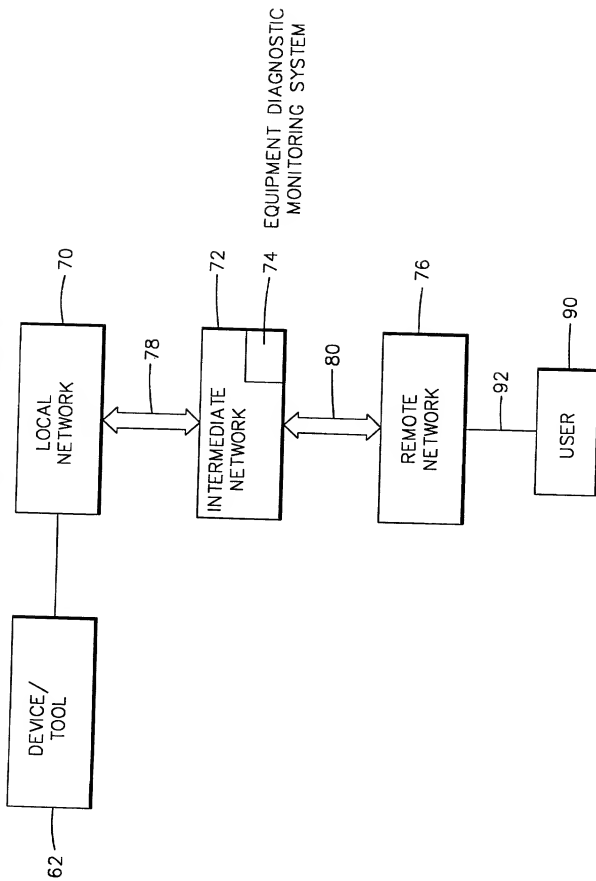


FIG. 1

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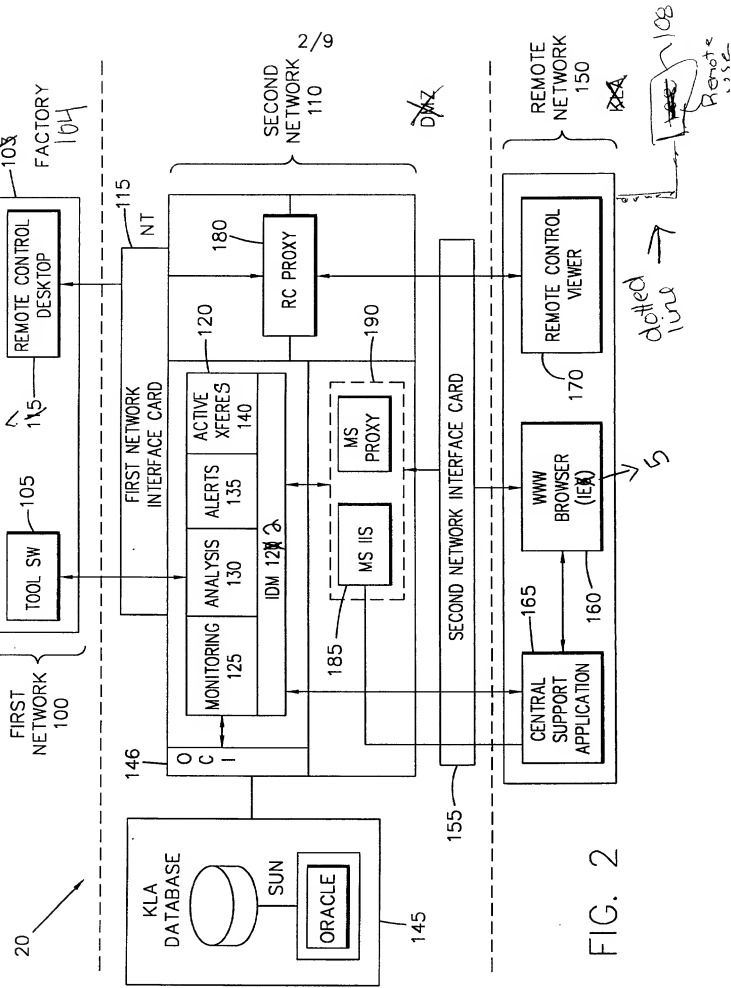


FIG. 2

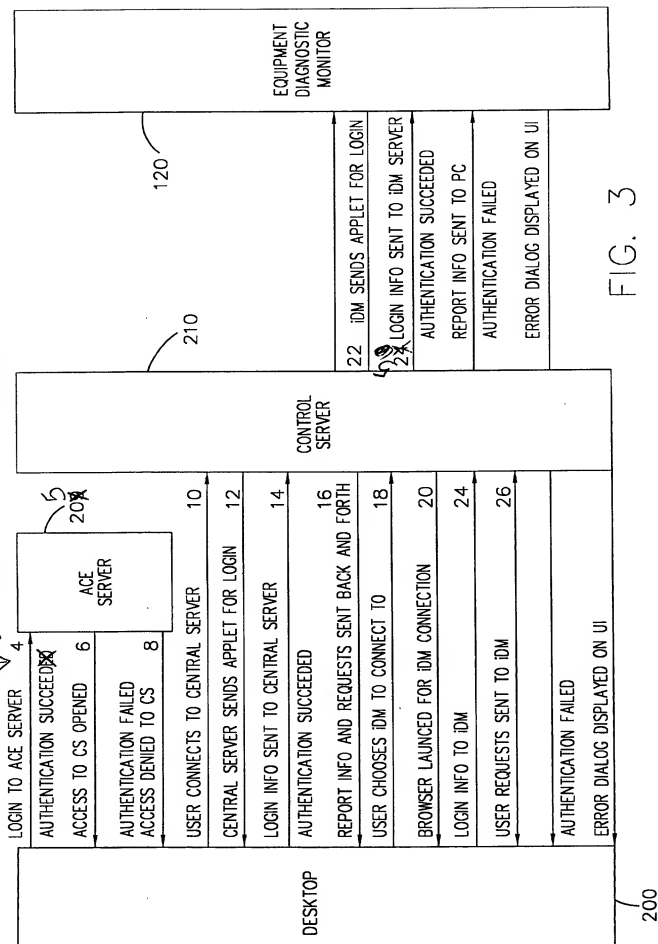


FIG. 3

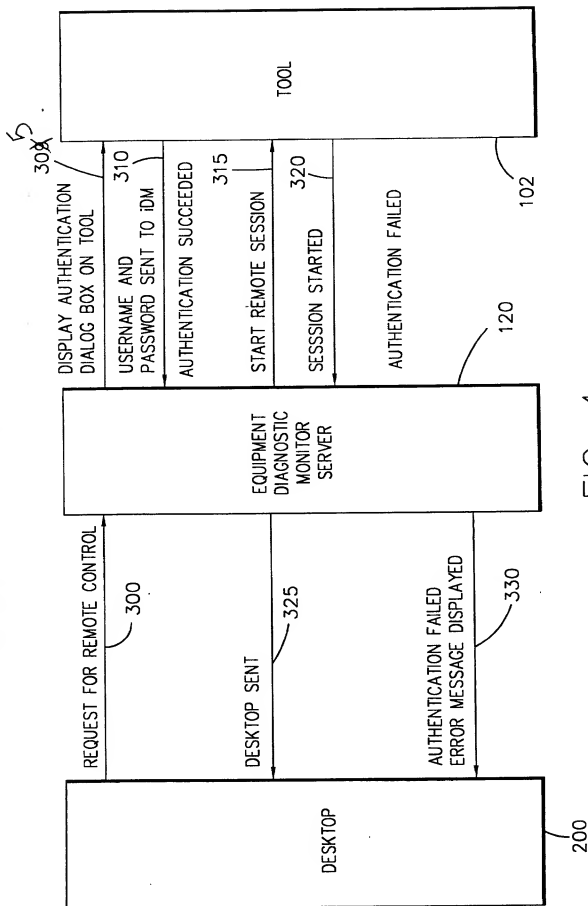
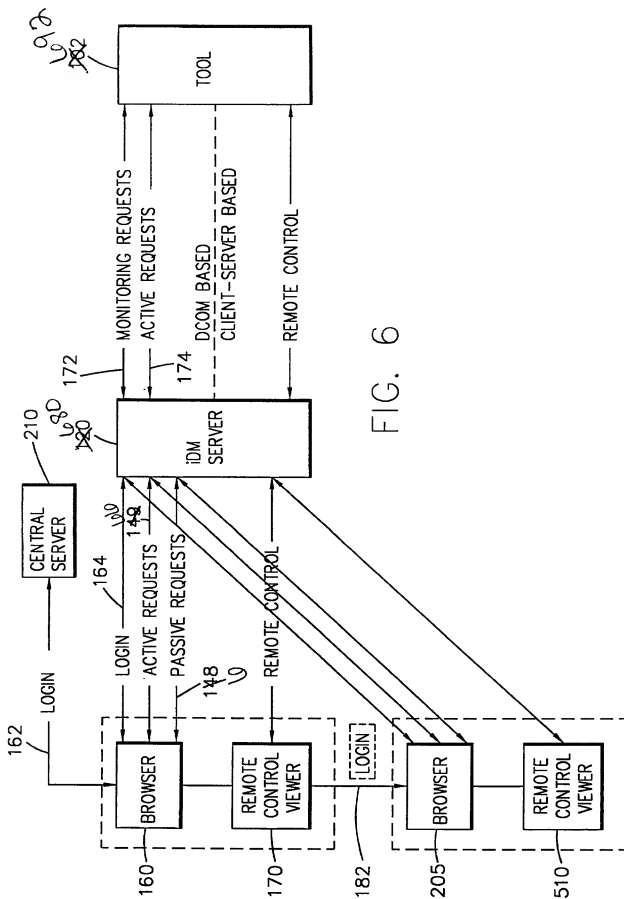
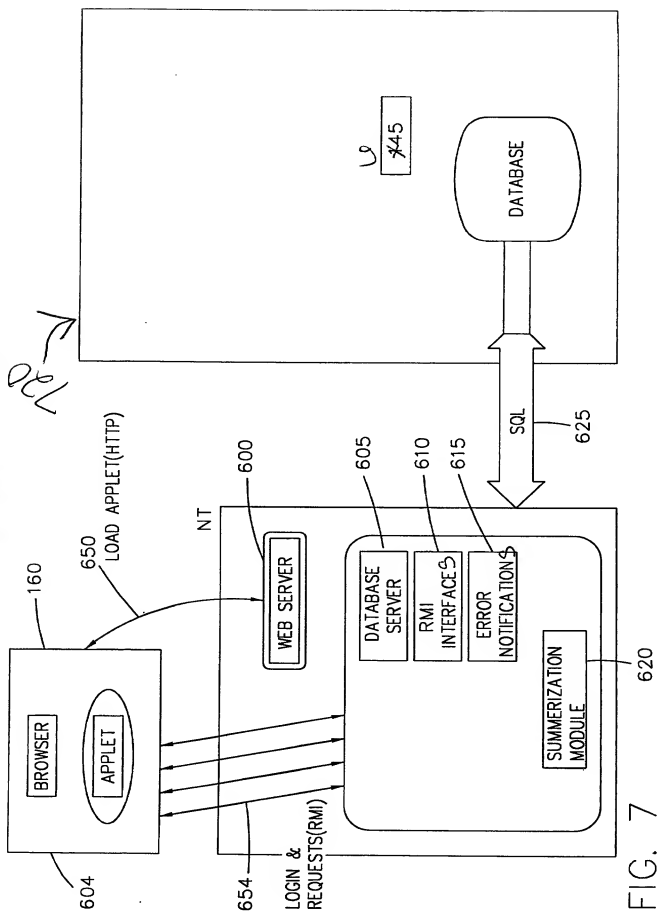


FIG. 4









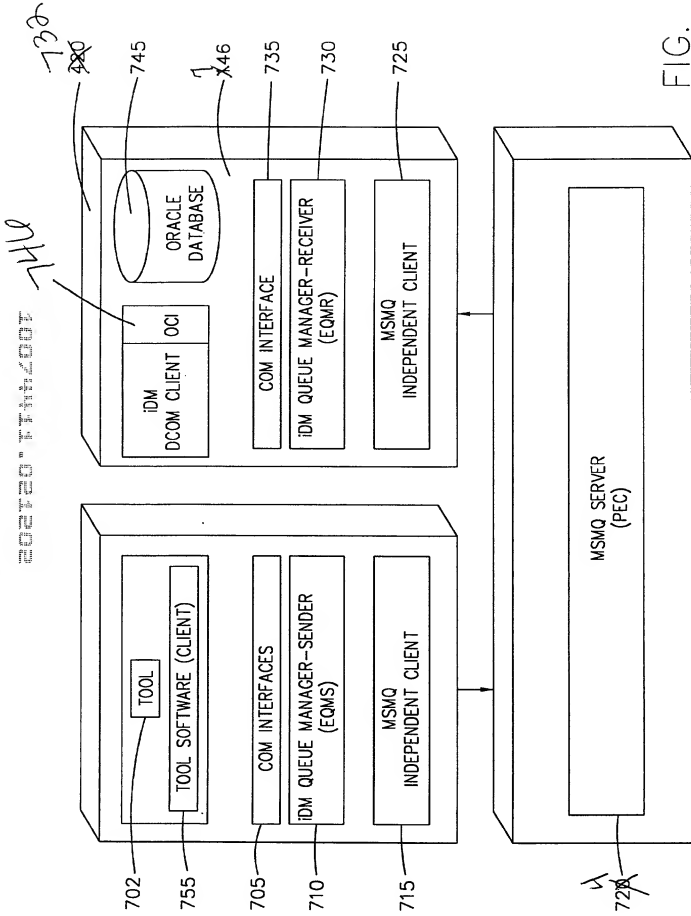


FIG. 8

